UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Welcome to the Information Technology Customer Satisfaction Survey 2014.

The Office of Information and Technology (OIT) provides a broad range of services to VHA, VBA, NCA, and Corporate/Staff offices within VA. These services include, but are not limited to:

- **Installation and maintenance of computers and software,**
- **Management of telecommunication services and networking,**
- **Technical support,**
- **New software product development, and**
- **Assurance of information security**

In the following pages, we request your feedback on a number of products and services OIT provides you and this is your opportunity to tell us about your satisfaction with them.

Your response to this survey is a valuable contribution to OIT's efforts to improve its services to you and in turn to the Veterans we serve.

This survey is voluntary and your answers will remain anonymous and confidential. Individual responses will not be reported or released for any respondent.

If you have any questions about this survey, please send it to ITCustSatSurvey@va.gov

Thank you in advance for your participation!

Note: If you are unable to complete the survey in one session, you can resume where you previously left off using the same internet browser at a later time. Survey is conducted by CFI Group, an independent research and consulting firm that specializes in measuring customer satisfaction.

If you have any questions about this survey, please send it to ITCustSatSurvey@va.gov.

1. Which VA Office do you work for?

- o   Veterans Benefits Administration (VBA)
- o   Veterans Health Administrations (VHA)
- o   National Cemetery Administration (NCA)
- o   Corporate and other staff offices

2. Do you telework 100% of the time?

- o   **Yes   [If Yes, skip to question 4]**
- o   **No [If No, go to question 3]**

3. Which location are you most closely affiliated with? (Select your location from the list below.)
If your location does not appear in the list, please select OTHER and enter your location in the box below.

Other (please enter the location name)

4. What is your occupation? Please select your occupation from the list below.
If your occupation does not appear in the list, please select OTHER and enter your occupation in the box below.

Other (please enter the occupation name)

1. **Have you received any technical support from OIT in the last 12 months for any of your <u>office IT equipment</u> such as your computer, printer, or scanner?**

    o   Yes
    o   No

    [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received from OIT for <u>office IT equipment</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Office IT Equipment										

1. **Have you received any technical support from OIT in the last 12 months for any <u>VA computer network</u> <u>issues such as difficulty connecting to the VA network</u>?**

    o   Yes

    o   No

    [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received from OIT for <u>VA</u> <u>computer network</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
VA Computer Network										

1. **Have you received any technical support from OIT in the last 12 months regarding <u>security and privacy of VA computer systems such as access to various applications and password resets</u>?**

   o   Yes
   o   No
   [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received for <u>security and privacy of VA computer systems</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Security and Privacy of VA Computer Systems										

1. **Have you received any technical support from OIT in the last 12 months for any <u>email related</u> issues?**

   o Yes

   o No

   [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received for any <u>email related</u> issues.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Email										

1. **Have you received any technical support from OIT in the last 12 months for any <u>network-based shared services such as web servers, SharePoint, SQL,</u> etc.?**

   o Yes
   o No
   [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received for any <u>network-based shared services</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Network-based Shared Services										

[VBA ONLY will see]

1. Have you received any technical support in the last 12 months for any <u>Application Software such as VBMS, MAPD, SHARE, VETSNET, AWARDS, BDN, COVERS, CAPRI, C_WINRS, VATAS, etc.</u>?

    o Yes
    o No
    [If YES, go to Question 2; If NO, go to next section]

[VHA ONLY will see]

1. Have you received any technical support in the last 12 months for any <u>Application Software such as VistA/CPRS, VistA Imaging, VBECS, EDIS, Outpatient and Inpatient Pharmacy, Integrated Billing, MAS, Scheduling, Patient Merge/catastrophic edit repair, CAPRI, VATAS, etc.</u>?

    o Yes
    o No
    [If YES, go to Question 2; If NO, go to next section]

[NCA ONLY will see]

1. Have you received any technical support in the last 12 months for any <u>Application Software such as BOSS, VATAS, etc.</u>?

    o Yes
    o No
    [If YES, go to Question 2; If NO, go to next section]

[CORPORATE and OTHER STAFF OFFICES ONLY will see]

1. Have you received any technical support in the last 12 months for any <u>VA Developed</u> <u>Application Software such as VATAS</u>?

    o Yes
    o No
    [If YES, go to Question 2; If NO, go to next section]

2. Please indicate your level of satisfaction with the technical support you received for <u>VA Application Software</u>.

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
VA Application Software										

1. **Have you received any technical support from OIT in the last 12 months for any issues related to your <u>desk telephone</u>?**

    o   Yes
    o   No
    [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received for your <u>desk telephone</u> system.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Desk Telephone System										

1. **Have you received any technical support from OIT in the last 12 months for any issues related to your <u>mobile phone</u>?**

    o   Yes

    o   No

    [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received for your <u>mobile phone</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Mobile Telephone										

[This page VHA only]

1. **Have you received any technical support from OIT in the last 12 months for <u>Telemedicine or Telehealth,</u> <u>which include distance evaluation and advice through Clinical Video Telehealth, Home Telehealth, Store</u> <u>and Forward System, and SCAN ECHO, etc.?</u>**

   o   Yes
   o   No
   [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received for <u>Telemedicine or</u> <u>Telehealth</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Telemedicine or Telehealth										

1. **Do you telework?**

   o   Yes

   o   No

   [If YES, go to Question 2; If NO, go to next section]

2. **Have you received any technical support from OIT while <u>teleworking</u> in the last 12 months?**

   o   Yes

   o   No

   [If YES, go to Question 3; If NO, go to next section]

3. **Please indicate your level of satisfaction with the technical support you received while <u>teleworking</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Technical Support while Teleworking										

1. **Have you requested any technical support from OIT during <u>night or weekend</u> in the last 12 months?**

    o   Yes
    o   No
    [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received during <u>night or weekends</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Night or Weekend Technical Support										

Go To The Next Section

1. **Have you received any technical support from the <u>Information Security Office, such as information protection and privacy, cyber security, risk management, records management, Freedom of Information Act (FOIA), incident response, infrastructure protection, etc</u>. in the last 12 months?**

   o   Yes
   o   No
   [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with the technical support you received from the <u>Information Security Office</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Information Security Office										

1. **Have you received any <u>campus management support from OIT such as new computer setup, new employee onboarding, and equipment relocation service due to an office move</u> in the last 12 months?**

    o   Yes
    o   No
    [If YES, go to Question 2; If NO, go to next section]

2. **Please indicate your level of satisfaction with <u>campus management support</u>.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Campus Management Support										

Considering your overall experience with OIT in the last 12 months, please answer the following questions.

1. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied"

	1 Very Dissatisfied	2	3	4	5	6	7	8	9	10 Very Satisfied
How satisfied are you with the services provided by OIT?										

2. Using a 10-point scale on which "1" means "Falls short of expectations" and "10" means "Exceeds expectations"

	1 Falls short of Expectations	2	3	4	5	6	7	8	9	10 Exceeds Expectations
To what extent have the services of OIT met your expectations?										

3. Now think about what an ideal IT service provider would be like. Using a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very Close to the ideal"

	1 Not very close to the ideal	2	3	4	5	6	7	8	9	10 Very close to the ideal
How well do you think the service provided by OIT compares with that ideal?										

For the following two questions, please compare your experience when you received any type of technical support from (a) your local IT office (Local Support), and (b) the national or regional IT support team (Remote Support).

1. **Please rate the <u>Local IT Support</u> on the following attributes.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Timeliness of service										
Effectiveness of solution to your problem										
Communication about the status of your issue										
Knowledge and expertise of the OIT support personnel										
Professionalism of the OIT support personnel										

2. **Please indicate your agreement or disagreement with the following statement:**

	1 Strongly Disagree	2	3	4	5	6	7	8	9	10 Strongly Agree
Local IT staff at my facility goes the extra mile to help me achieve my organization's mission										

3. **Please rate your satisfaction with the technical support you received from OIT employees <u>NOT local to your facility</u> such as National Service Desk (NSD), Regional Support, and Product Support Teams (Remote Support) on the following attributes.**

	1 Poor	2	3	4	5	6	7	8	9	10 Excellent
Timeliness of service										
Effectiveness of solution to your problem										
Communication about the status of your issue										
Knowledge and expertise of the OIT support personnel										
Professionalism of the OIT support personnel										

4. **Please indicate how much you agree or disagree with the following statement:**

	1 Strongly Disagree	2	3	4	5	6	7	8	9	10 Strongly Agree
Remote IT staff goes the extra mile to help me achieve my organization's mission										

1. **Please indicate how much you agree or disagree with the following statements about the National Service Desk Associates who attended your telephone calls or email requests. These associates are not local at your facility.**

	1 Strongly Disagree	2	3	4	5	6	7	8	9	10 Strongly Agree
National Service Desk Associates answer my telephone calls or the emails within an acceptable time										
National Service Desk Associates record my issues accurately in their Ticketing system										
National Service Desk Associates resolve my issues while I am on the phone with them the first time itself										

1. **Please rate the following statements about VA production application systems such as VistA, CPRS, PAID, BOSS, VBMS, CAPRI, etc. that you use regularly.**

	1 Strongly Disagree	2	3	4	5	6	7	8	9	10 Strongly Agree
My business processes are automated to an acceptable level										
Functionality of my application is similar or better than other similar applications outside VA										
I know how to find what new capabilities are being developed and its deployment schedule										
I have influence over the decision on what new capabilities are to be added for future development in my business area										
I am familiar with the Integrated Project Teams that guide a development project										
My facility has serviced as a test site for software that supports my area of business										
Frequency of enhancements made to my applications meets my needs										
OIT thoroughly tests new products or enhancements before rolling it out for national customer usage										
OIT brings to me innovative products and services.										
I am satisfied with the communication I receive from OIT on system upgrades, changes, and patches										

1. **Please rate the following statements on how OIT is supporting you in achieving your organization's mission.**

	1 Strongly Disagree	2	3	4	5	6	7	8	9	10 Strongly Agree
Technology products I receive from OIT (computers, network, storage, telephone, security, application software, etc.) are optimal for me to perform my duties.										
OIT makes office IT equipment available within an acceptable time either for new employees or to replace broken ones										
I am satisfied with the overall technical support I receive from OIT when I request for assistance.										
OIT is involved in my organization's technology planning.										
I am confident that OIT is moving in the right direction to support the future needs of VA										
I am satisfied with the general communication I receive from OIT on policies, changes, and productivity tips										

2. **Please rate your overall level of productivity based on how you use IT products and services.**

	1 Strongly Disagree	2	3	4	5	6	7	8	9	10 Strongly Agree
I am able to get the necessary hardware and software for me to be as productive as I could be										
IT products and services help me to be as productive as I could be										

3. **Please select the top three IT products and services from the list below in terms of its importance to you to do your job effectively using the scale 1 to 3, where 1 is most important.**

	Importance (1,2, or 3)
Office IT Equipment such as computer and printer	
VA Computer Network including CAG	
Security and Privacy of VA Computer Systems	
Email	
Network based shared services such as SharePoint	
VA Application Software such as VistA/CPRS, VBMS, or BOSS	
Desk Telephone	
Mobile Telephone	
Telemedicine and Telehealth (VHA Only)	
Technical support during Telework	
Technical support during night and weekend	
Information Security Office services	
Campus Management support such as setting up equipment for new employees	
National Service Desk	

1. **Considering your overall experience with the Information Technology systems you use and the support you receive for it, what are the things that you are satisfied with? [Memo field]**

2. **Considering your overall experience with the Information Technology systems you use and the support you receive for it, what are the things that you are not satisfied with? [Memo field]**

3. **Please provide us any suggestions and recommendations that can help us improve the IT customer support that we provide to you and in turn to our Veterans. [Memo field]**

[VBA ONLY will see this question]

1. **Which area do you primarily work in?**

   o   Compensation/Pension
   o   Director's Office
   o   Education
   o   Human Resources
   o   Insurance Center
   o   Loan Guaranty
   o   Support Services
   o   Vocational & Rehabilitation
   o   Other

[VHA ONLY will see this question]

1. **Which area do you primarily work in?**

   o   Acquisition and material management
   o   Anesthesia
   o   Audio and speech pathology
   o   Blind rehabilitation
   o   Canteen
   o   Chaplain
   o   Chief of Staff
   o   Clinical Informatics
   o   Dental
   o   Dermatology
   o   Dialysis
   o   Director
   o   Domiciliary
   o   Education
   o   Engineering
   o   Environmental management
   o   Fiscal
   o   Geriatrics and extended care
   o   Headquarters functions of VHA – not including VISN offices
   o   Health administration
   o   Human resources management
   o   Information resource management
   o   Information systems center
   o   Library
   o   Medical media
   o   Medicine
   o   Meds by Mail
   o   Mental Health
   o   Neurology
   o   Nuclear medicine
   o   Nursing home
   o   Nursing/patient care service
   o   Nutrition and food service
   o   Optometry/ophthalmology

- o Other
- o Pathology and laboratory medicine
- o Pharmacy
- o Physical medicine and rehabilitation
- o Podiatry
- o Police and Security
- o Primary care
- o Prosthetics
- o Psychiatry
- o Psychology
- o Radiation therapy
- o Radiology
- o Recreation
- o Rehabilitation
- o Research
- o Social work
- o Spinal cord injury
- o Surgery
- o Telehealth
- o Veterans Assistance
- o VISN Office
- o Voluntary

[NCA ONLY will see this question]

1. **Where do you work?**

- o Field
- o Headquarters

[OTHER ONLY will see this question]

1. **Which office do you work in?**

- o Office of the Secretary of Veterans Affairs (OSVA)
- o Office of the General Counsel (OGC)
- o Board of Veterans Appeals (BVA)
- o Office of the Inspector General (OIG)
- o Office of Public and Intergovernmental Affairs (OPIA)
- o Office of Acquisitions, Logistics and Construction (OALC)
- o Office of Management (OM)
- o Office of Information and Technology (OIT)
- o Office of Human Resources and Administration (OHRA)
- o Office of Operations, Security and Preparedness (OSP)
- o Office of Policy and Planning (OPP)
- o Office of Congressional and Legislative Affairs (OCLA)
- o Other

2. **How long have you been working for Veterans Affairs?**

- o Less than one year
- o At least one year, but less than three years
- o At least three years, but less than five years
- o At least five years, but less than ten years
- o Ten or more years

3. **What is your current level of supervisory responsibility?**

    o   None
    o   Team Leader
    o   First Line Supervisor
    o   Manager
    o   Executive
    o   Senior Executive

- Click here (http://vaww.itdashboard.cdw.portal.va.gov/Pages/CSSSurveySummary.aspx) to learn more about previous IT Customer Satisfaction Survey and the results.

- Click here (http://vaww.oit.va.gov/) to learn more about the VA's Office of Information Technology and how we support you.

- Click here (http://vaww.infoshare.va.gov/sites/ittrainingacademy/itrm/itcrm/default.aspx) to learn more about the IT Customer Relationship Management Office, who conducts this survey.